

Detailed Action

This office action is in response to the interview held on March 22, 2010.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1-6, 8-31 and 33 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al (US Patent No: 6,493,447) in view of Vardi et al (US Patent No: 6,389,127), hereafter referred to as Goss and Vardi, respectively.

1. With regards to claims 1 and 19, Goss teaches through Vardi teaches a network including a communication center and a plurality of clients using communication devices, a system enabling agents of the communication center to best communicate with the clients and client devices, including configuring call-back options and preferences, the system comprising:

- customer presence software executing at each client device for monitoring client and client device status (*Goss teaches an applet running on the customer's side; see at least column 9, lines 65-67, Goss. The applet permits the monitoring of the customer's status; see at least column 17, lines 5-16, Goss*); and

- a communication-center presence software executing in the communication center for receiving information from the customer presence software (*Goss teaches another applet running on the agent's side that synchronizes data with the applet on the customer side; see column 9, lines 65-67 and column 2, line 61 - column 3, line 2, Goss*);
- characterized in that the customer presence software monitors real-time client and client device status at each client device including on-line/offline status of the client and client devices and the client's callback preferences including medium preferences and client device preferences, communicates the status information to the communication center presence software, and the communication center presence software integrates the received status information and provides the integrated result to the agents of the communication center (*Goss teaches the applets on the agent and customer side synchronizing data between one another; see column 2, line 61 – column 3, line 2, Goss. The applets permit the monitoring of the customer's status including connection status; see column 17, lines 5-16, Goss. Goss also teaches providing the customer a callback screen through which the customer can select callback preferences; see column 11, lines 5-10, Goss. These preferences include the selection of callback mediums; see column 11, lines 43-48, Goss*).

While Goss teaches a callback system that provides status information, Goss does not explicitly teach the status information includes the status of the client and the client device being available. In the same field of endeavor, Vardi also teaches a callback system; see column 1, lines 56-58, Vardi. Within Vardi's disclosure it is taught how the status information includes connection/device status (such as on-hook (on-line); see column 6, lines 9-15 and lines 26-28, Vardi) and logical/user status (such as available for calls; see column 6, lines 29-32 and column 7, lines 26-30, Vardi). Providing user and device status information helps ensure a callback is provided at the best time. Therefore it would have been obvious to one skilled in the art, during the time of the invention to have combined the teachings of Goss with those of Vardi, for the purpose of providing callback to a user when the user is available; see column 7, line 65 – column 8, line 6, Vardi.

2. With regards to claims 2 and 20, Goss teaches through Vardi, the system, wherein the network is a data-packet-network (*Goss supports the use of TCP/IP and the Internet; see column 1, line 60 – column 2, line 13, Goss*).

3. With regards to claims 3 and 21, Goss teaches through Vardi, the system, wherein the data-packet-network is the Internet network (*Goss supports the use of TCP/IP and the Internet; see column 1, line 60 – column 2, line 13, Goss*).

4. With regards to claims 4 and 22, Goss teaches through Vardi, the system, wherein the communication center markets products and or service to the clients (*Goss teaches the client receiving a callback from a business (communication center marketing products/services); see claim 1, Goss.*)
5. With regards to claim 5, Goss teaches through Vardi, the system, wherein the agents are human resources employed by the communication center (see *column 13, line 4 and Figure 11, Goss.*)
6. With regards to claim 6, Goss teaches through Vardi, the system, wherein the agents are automated systems implemented in hardware and software at the communications center (*Goss permits the agent/operator to be live or automated); see column 13, line 4, Goss)*
7. With regards to claim 8, Goss teaches through Vardi, the system, wherein an alert is propagated to clients (see *column 6, lines 19-21, Goss.*)
8. With regards to claims 9, 29 and 30, Goss teaches through Vardi, the system, wherein the alert indicates one or more of status of the communication center, including one or more of the number of calls in queue and the estimated waiting time, and a time for callback, enabling the client to plan or to initiate a call with

high probability of success (*see column 8, lines 11-18 and column 11, lines 49-65, Goss*)

9. With regards to claim 10, Goss teaches through Vardi, the system, wherein optional callback or alert mediums include cellular, IP, and wired communications mediums (*see column 5, lines 28-30 and column 11, lines 43-45 and column 14, lines 52-55, Goss and column 6, line 60 - column 7, line 11, Vardi*).
10. With regards to claims 11 and 31, Goss teaches through Vardi, the system, wherein the optional callback or alert devices include cellular telephones, pagers, telephones, computer stations, handheld computers, and laptop computers (*see column 5, lines 10-13, Goss and column 6, line 60 - column 7, line 11, Vardi*).
11. With regard to claims 12 and 33, Goss teaches through Vardi, the system, wherein the client-status information provided to an agent automatically updates periodically (*see at least column 8, lines 60-63, Goss*).
12. With regards to claim 13, Goss teaches through Vardi, the system, wherein the client-status information is continually streamed to the subscribing agent-user during a session with a client (*see at least column 7, lines 44-53 and column 8, lines 60-63, Goss*).

13. With regards to claims 14, 26 and 27, Goss teaches through Vardi, the system,

wherein the transfer of client-status information is by instant messaging

technology (*see at least column 8, lines 64-65, Goss*).

14. With regards to claim 15, Goss teaches through Vardi, the system wherein the

customer presence software executing at the client devices for monitoring client

and device status is provided by a host of the communication center (*see applet*

at customer end; see column 9, lines 64-65, Goss), and the communication-

center presence software executing in the communication center communicates

directly with the customer presence software executing at the client device (*see*

column 9, line 66 - column 10, line 2, Goss).

15. With regards to claim 16, Goss teaches through Vardi, the system wherein one

or more instances of customer presence service software are provided by a third-party presence service provider, and further comprising a presence service

server operating in the network and communicating with both the instances of the

presence service software and the communication center presence software

executing at the communication center (*see contact server; see column 1, line 61*

- column 2, line 2, Goss).

16. With regards to claim 17, Goss teaches through Vardi, the system wherein the

network is one or a combination of the Internet network, a wireless cellular

telephone network, or a public service telephone network (*See column 1, line 64 and column 2, lines 20-21, Goss. Also see column 6, line 60 – column 7, line 11, Vardi.*).

17. With regards to claim 18, Goss teaches through Vardi, the system wherein one or more instances of the customer presence software are provided by the communication center host, and one or more instances are provided by a third party presence service provider, and wherein two or more client devices executing presence software are associated with a single client, the communication center presence software providing thereby regularly updated and integrated presence status over the multiple devices for the single client (*Vardi teaches a user having more than one device; see column 5, lines 47-50, Vardi.*).

18. With regards to claim 23, Goss teaches through Vardi, the method wherein in step (a), the presence software executing at a client device is provided by a third-party service provider (*see column 9, lines 64-65, Goss*), and client status information is communicated through a third party server to the communication center presence software (*see contact server; see column 1, line 61 - column 2, line 2, Goss*).

19. With regards to claim 24, Goss teaches through Vardi, the method wherein in step (a), the presence software executing at a client device is provided by the host of the communication center, and the communication center presence software communicates directly with the client presence software (*see column 9, line 64 – column 10, line 2, Goss*).
20. With regards to claim 25, Goss teaches through Vardi, the method wherein in step (b), the communication center presence software operates in a call-waiting queue of the communication center (*see column 9, lines 66-67, Goss*).
21. With regards to claim 28, Goss teaches through Vardi, the method wherein in step (b), on-line/off-line status information is communicated in the form of instant messages containing the information and callback preference information is communicated through an electronic information page (*see column 2, lines 55-56 and column 11, lines 8-10 and lines 43-65, Goss*).
22. The obviousness motivation applied to claims 1 and 19 are applicable towards their respective dependent claims.

Response to Arguments

Applicant's arguments with respect to claims 1-6, 8-31 and 33 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Srinivasan (US 6996603)
- Hanson (US 5436967)
- Atkinson (US 6658106)
- Kugell (US 6111940)
- Klingman (US 7187662 B1)
- Woods (US 6651085 B1)
- Kallas et al (US 6701366 B1)

Any inquiry concerning this communication or earlier communications from the examiner should be directed to AZIZUL CHOUDHURY whose telephone number is (571)272-3909. The examiner can normally be reached on M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Vivek Srivastava can be reached on (571) 272-7304. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/A. C./
Examiner, Art Unit 2445

/VIVEK SRIVASTAVA/
Supervisory Patent Examiner, Art Unit 2445